

AGENCY STRATEGIC PLAN

FOR THE FISCAL YEARS

2003 - 2007



ARKANSAS PUBLIC SERVICE COMMISSION

FUNCTIONAL AREA: ECONOMIC DEVELOPMENT

AGENCY STRATEGIC PLAN APPROVAL FORM

FOR THE FISCAL YEARS

2003 - 2007

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TABLE OF CONTENTS

AGENCY: Arkansas Public Service Commission

MISSION.....Page 1

GOALSPage 1

PROGRAM: Utilities Division

DEFINITION.....Page 2

GOALS, OBJECTIVES, STRATEGIES.....Page 2

PROGRAM: Pipeline Safety Office

DEFINITION.....Page 4

GOALS, OBJECTIVES, STRATEGIES.....Page 4

PROGRAM: Tax Division

DEFINITION.....Page 5

GOALS, OBJECTIVES, STRATEGIES.....Page 5

PROGRAM: Administrative Support

DEFINITION.....Page 6

GOALS, OBJECTIVES, STRATEGIES.....Page 6

STRATEGIC PLAN

Agency Name	Arkansas Public Service Commission
Agency Mission Statement: The Arkansas Public Service Commission will be a proactive, solutions-oriented agency that maximizes customer value and enhances the economic environment of the state by: ensuring safe, reliable and reasonably-priced utility service; educating customers to make independent and informed choices; and ensuring the fair and equitable ad valorem assessment and equalization of public utility and carrier property.	

AGENCY GOAL 1:

Regulate all jurisdictional utility services and functions in an effective and innovative manner while ensuring appropriate customer safeguards.

AGENCY GOAL 2:

Establish an open dialogue with the public through the use of technology, media, community outreach, and customer groups and be a knowledgeable and trusted source of information.

AGENCY GOAL 3:

Provide leadership in developing and advocating responsible, balanced and innovative utility policies and initiatives for Arkansas.

AGENCY GOAL 4:

Provide a professional workplace in which all employees understand, are committed to and are empowered to accomplish the agency's goals.

AGENCY GOAL 5:

Efficiently and effectively render ad valorem assessments for utilities and carriers.

STRATEGIC PLAN

Agency Name		Arkansas Public Service Commission
Program		Utilities Division
Program Authorization		Arkansas Code Annotated (1987), Title 23
Program Definition: Funds-Center Code: <u>255</u>		Through the utilities division, the Commission ensures that each public utility charges rates that will allow it the opportunity to earn a fair return on invested capital and that utility customers do not pay more than necessary to produce a fair return to the utility for utility service. The utilities division is responsible for evaluating public utilities’ rates and quality of service and has staff members with expertise in electric, telecommunications, gas, and water utility industry issues.
AGENCY GOAL(S) #	1,2, 3,4, 5	
Anticipated Funding Sources for the Program:		Special Revenue

GOAL 1: (Sub-Funds Center Code: 255GOAL1)

Effectively regulate utility rates and quality of service, provide assistance to customers in resolving utility related questions and complaints, and provide accurate information to the public regarding utility issues.

OBJECTIVE 1: (Sub-Funds Center Code: 255G10BJ1)

Ensure adequate availability of safe and reliable utility services at just and reasonable rates for all customers while providing the opportunity for regulated utilities to earn a fair rate of return, in accordance with applicable law, statutory authority, rules, regulations, and industry standards.

STRATEGY 1: (Sub-Funds Center Code: 255A)

Address all utility applications; monitor the regulated rates and earnings of each jurisdictional utility; evaluate and act on utility matters before Federal regulatory agencies and the United States Congress; and develop and implement creative solutions and approaches to utility regulation and policy including recommendations for legislative action.

STRATEGY 2: (Sub-Funds Center Code: 255B)

Ensure that the jurisdictional utilities are meeting the established standards for quality of service including determining whether the measures used to assess the technical quality of service are adequate and appropriate.

STRATEGIC PLAN

OBJECTIVE 2: (Sub-Funds Center Code: 255G1OBJ2)

Assist customers in resolving utility related questions and complaints, and implement a community outreach plan.

STRATEGY 1: (Sub-Funds Center Code: 255C)

Respond to customer and public official inquiries including assisting customers and public officials in resolving questions and complaints regarding utility service.

STRATEGY 2: (Sub-Funds Center Code: 255D)

Implement a community outreach plan to provide information to utility customers and public officials across the state regarding utility industry issues.

STRATEGIC PLAN

Agency Name		Arkansas Public Service Commission
Program		Pipeline Safety Office
Program Authorization		Arkansas Code Annotated (1987), § 23-15-201 et. seq. U.S. Department of Transportation – Office of Pipeline Safety, Pipeline Safety Regulations
Program Definition: Funds-Center Code: <u>256</u>		Pursuant to an agreement with the U.S. Department of Transportation and the authority granted by the Arkansas Natural Gas Pipeline Safety Act of 1971, the Commission's Pipeline Safety Office inspects intrastate natural gas pipelines and master metered gas systems for compliance with the Arkansas Gas Pipeline Code regarding construction, operation, maintenance, gas leakage, and the control of corrosion.
AGENCY GOAL(S) #	1,2, 3,4, 5	
Anticipated Funding Sources for the Program:		Special Revenue with 50% Federal Funds reimbursement from the United States Department of Transportation

GOAL 1: (Sub-Funds Center Code: 256GOAL1)

Ensure that pipeline companies and master metered gas systems operate safely.

OBJECTIVE 1: (Sub-Funds Center Code: 256G1OBJ1)

Enforce the Arkansas Gas Pipeline Safety Code, including continually assessing the adequacy of the Code to appropriately measure safety and reliability of pipeline operations.

STRATEGY 1: (Sub-Funds Center Code: 256A)

Ensure that each jurisdictional gas pipeline company's and master metered gas system's performance complies with the Arkansas Gas Pipeline Safety Code by conducting periodic inspections as required under the law. Periodically evaluate the Arkansas Gas Pipeline Safety Code considering ongoing industry analyses and customer feedback and recommend appropriate modifications to ensure that the standards require safe and reliable operations.

STRATEGIC PLAN

Agency Name		Arkansas Public Service Commission
Program		Tax Division
Program Authorization		Arkansas Code Annotated (1987), § 26-26-1601 et. seq.
Program Definition: Funds-Center Code: <u>257</u>		The Tax Division determines the assessed property value of utilities and carriers operating in Arkansas. The assessed values determined by the Tax Division are used to calculate the property taxes billed to utilities and carriers. The assessed value of the electric, gas, telecommunications, cable television companies, and railroads is reported to the county assessors where the property of the utilities and railroads is located for placement on the tax rolls of the appropriate counties. The assessed value of the motor carriers, barge lines and airlines is certified to the Department of Finance and Administration for collection of the property tax.
AGENCY GOAL(S) #	1,2, 3,4, 5	
Anticipated Funding Sources for the Program:		Special Revenue

GOAL 1: (Sub-Funds Center Code: 257GOAL1)

Efficiently and effectively render ad valorem assessments for utilities and carriers.

OBJECTIVE 1: (Sub-Funds Center Code: 257G1OBJ1)

Ensure fair and equitable assessment of the property of utilities, railroads, airlines, barge lines and motor carriers operating in the state of Arkansas.

STRATEGY 1: (Sub-Funds Center Code: 257A)

Establish a fair market value for the property of the utilities, railroads, airlines, barge lines and motor carriers in compliance with the statutory guidelines for ad valorem assessments.

STRATEGY 2: (Sub-Funds Center Code: 257B)

Submit the assessments to the Arkansas Public Service Commission and the Arkansas Highway Commission for approval in compliance with statutory guidelines.

STRATEGY 3: (Sub-Funds Center Code: 257C)

Provide accurate and timely certification of all the utility and railroad property assigned or apportioned to each county to the appropriate county and school officials to allow the counties to bill and collect property taxes on the utility and railroad property.

STRATEGIC PLAN

Agency Name		Arkansas Public Service Commission
Program		Administrative Support
Program Authorization		Arkansas Code Annotated (1987), Title 23
Program Definition: Funds-Center Code: <u>255</u>		The Secretary of the Commission, the Office of Information Technology, and the Administrative Services Section provide support for all agency operations. The Secretary of the Commission maintains all official Commission records. The Office of Information Technology maintains all electronic systems to support Commission operations. The Administrative Services Section provides fiscal, personnel, and other administrative support to the agency.
AGENCY GOAL(S) #	1,2, 3,4, 5	
Anticipated Funding Sources for the Program:		Special Revenue

GOAL 1: (Sub-Funds Center Code: 255GOAL1)

Provide administrative support to enable all agency operations to perform efficiently and effectively.

OBJECTIVE 1: (Sub-Funds Center Code: 255G20BJ1)

Administer the agency's financial, technical, and personnel resources to facilitate efficient and effective operation.

STRATEGY 1: (Sub-Funds Center Code: 255E)

Accurately and efficiently perform all fiscal responsibilities, including timely and accurate utility assessments for operating funds for the Utilities and Pipeline Safety Programs.

STRATEGY 2: (Sub-Funds Center Code: 255F)

Provide adequate information systems, computer hardware, and software applications to support agency operations and provide information to the public.

STRATEGY 3: (Sub-Funds Center Code: 255G)

Provide information and training to equip employees to perform their duties and support agency operations.

STRATEGY 4: (Sub-Funds Center Code: 255H)

Use contingency appropriation when authorized to support Utilities Program.